

1. Subscriptions, Payments, Billing and Refund Policy

1.1 Subscription Plans & Fees

1.1.1. In order to avail access to different features/services from the platform, you may be required to choose (and pay for) specific subscription plans, as designed and defined by us. The plans and pricing are subject to change subject to term and commercial agreement for any subscription plans signed by us with you which will uphold over any pricing changes.

1.1.2. We have a pre-set, tier based, subscription plans which have been structured based on many factors like number of bots, interactions, licenses required, monthly active users (MAU) and many other module based dependencies.

1.1.3. You may choose a relevant subscription plan of your choice (or that is prescribed by us), by making an upfront payment of the prescribed fees. We have flexible billing plans, should you wish to term based payments. For subscription modifications refer section 1.3.

1.1.4. By default, on an account only one bot or workspace is allowed. Customer cannot sub-contract to another customer or business unless they are a registered partner of AI LifeBOT.

1.1.5. For usage beyond your plan limit, an overage charge as per the base plan is charged on a monthly basis. Non-payment of the overage charge will lead to discontinuation of the service.

1.1.6. We reserve the right to change all/any of the subscription plan tiers, its pricing and the features offered at any time and without prior notice.

1.1.7. For partners and customers registered under AI LifeBOT, if payments are managed by the payment gateway and if card details are available, they will be automatically invoiced in the designated frequency.

1.2. Subscription Cancellation

1.2.1. All subscription cancellations will be done manually.

1.2.2 You may cancel your account(s) at any point of time. If you wish so, please reach out to us at contact@aillifebot.com for processing cancellations. Cancellations are subject to notice terms mentioned in the service agreement.

1.2.3 No refunds will be processed for subscription cancellations (as described in 1.3)

1.3. Refund Policy

1.3.1. NO REFUNDS will be offered for remaining unused days, on cancellation from an existing Subscription Plan

1.3.2. NO REFUNDS will be offered if a downgrade is requested before the end of current billing term.

1.3.3. In case of any queries, you can write to us at contact@ailifebot.com.

1.4. Processing of Payments and Billing

1.4.1. We reserve the right to use a third party payment processor, which is PCI-DSS complaint, for all billing and payment receipts.

1.4.2 The credit card information provided to us shall be automatically charged for any modification to existing services, or upon renewal.

1.4.3 In the event where you do not wish to process your payment via credit card, you can do so through bank/wire transfer/cheque. This would be done only on your explicit request by writing to us at contact@ailifebot.com.

1.4.5 In the event that we are unable to bill the credit card on file or you request us (in writing over email) to not bill the credit card, you shall be solely responsible for completing the expected payment by whatever means. In the event that payment is not made, the services may become unavailable to you and we may terminate this Agreement without notice.

1.5 Revision of Fees

1.5.1. We reserve the right to revise the service fees applicable for a paid plan or functionality at its sole discretion.

1.5.2. The revised fees will only take effect from the next renewal date of your existing subscription plan

1.5.3. You would be notified over email in case of such revision of fees.